

Antonio Gill

Arizona American Water

W-01303A-09-0343

SW-01303A-09-0343



ORIGINAL

From: Bob Golembe [anthem]
Sent: Sunday, March 11, 2012 5:15 PM
To: Pierce-Web
Cc: Stump-Web; Newman-Web; Kennedy-Web; Burns-Web
Subject: Comment: Delay of the Winter Average Wastewater Program, Docket: SW-01303A-09-0343
Attachments: WinterFlyer.pdf

Dear Chairman Pierce and Commissioners:

On March 5, 2012, EPCOR Water (USA) filed a motion to delay the Winter Average Wastewater Program for one year (until June 2013). Reasons cited were based upon more time needed to have ratepayers: 1) prepare for the change, 2) inform them of the 7,000 gal. cap usage cost, and 3) learn conservation methods to facilitate making changes.

While I believe that these are noble issues which reveal customer concern, the fact is Anthem ratepayers are very aware of the program and have been conserving during the months of Jan/Feb/Mar 2012 in anticipation of the program. These have taken various forms:

- Media communication from local publications such: as Anthem Council Freedom Way, Anthem Council email blasts, Anthem Council community meetings with status reports from the Anthem Water Panel, articles in the Foothills Focus and In&Out Magazine.
- Media communication from Arizona American Water December 2011 postcard mailing (see attachment).
- Replacing lawn grass with rock.
- Adjusting drip systems.
- Removing unnecessary plants.
- Showering at the Community and Country Club fitness centers.
- Adjusted flushing: "Yellow to its mello".

Since 2002, my advocacy for fair water rates has resulted in accumulating a personal email list by the 100's. Many were added by word of mouth, referrals or requested. Most are unknown to me. As a result, my email distribution list is by nature "random" in makeup of residents throughout Anthem.

As a former engineer, I have learned that "data driven" initiatives speak for themselves. As such, a survey was created and yielded 163 household responses.

Arizona Corporation Commission

DOCKETED

MAR 22 2012

EXECUTIVE SUMMARY

Ratepayers overwhelmingly approve the winter average wastewater program in concept and practice.

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The survey and its results are as follows:

Q1. Are you aware that Arizona American Water has been replaced by EPCOR Water (USA)?

YES 96.6%
NO 3.4%

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Q2. We currently pay for wastewater regardless if it goes down the drain. Therefore, washing your car, plant drip systems and water for your pool is counted towards waste. Are you aware of this billing feature?

YES 74.6%
NO 25.4%

Q3. A new wastewater plan has been authorized by the Arizona Corporation Commission called the Winter Average Wastewater Program. It is designed to get a better measure of wastewater consumption where the months of Jan/Feb/Mar for car washing, drip systems, etc. are least used. Are you aware of this program?

YES 79.8%
NO 20.2%

Q4. The current wastewater plan caps the cost (\$74.80) at 7,000 gal. Therefore, a 20,000 gal. user pays the SAME amount as a 7,000 gal. user. Did you know this?

YES 15.3%
NO 84.7%

Q5. The new Winter Average Wastewater Program is a progressive cost plan; the more you use, the more you pay. Did you know this?

YES 56.7%
NO 43.3%

Q6. Is it in your opinion fair for a low end user (e.g., 4,000 gal.) to subsidize the cost of wastewater for a high end user (e.g., 15,000 gal.)?

IT IS FAIR 3.4%
IT IS NOT FAIR 96.6%

Q7. Under the proposed cost schedule, the "break-even-point" (no change in cost) is 7,500 gal. The proposed rate is \$10/1,000 gal. For example, a 6,000 gal. user will see a decrease of \$9.81; a 9,000 gal. user will increase \$15.20 and a 15,000 gal. user an increase of \$75.20. Are you willing to support a progressive cost scale such as the above?

YES 72.4%
NO 27.6%

Q8. If you are a high end user, do you think this plan will encourage you to conserve more?

YES 75.5%
NO 24.5%

In summary, the above results reflect a random sampling (sampling error unknown) of ratepayers in Anthem regarding the proposed Winter Average Wastewater Program. Please consider these responses in your decision making process whether to delay the program or go forward as stated under Decision 72047.